ATTACHMENT A

ROC 271 Working PID Version 4.0

Service Performance Indicator Definitions (PID)

ROC 271 Working PID Version 4.0

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Introduction

Qwest will report performance results for the service performance indicators defined herein. Qwest will report separate performance results associated with the services it provides to Competitive Local Exchange Carriers (CLECs) in aggregate (except as noted herein), to CLECs individually and, as applicable, to Qwest's retail customers in aggregate. Within these categories, performance results related to service provisioning and repair will be reported for the products listed in each definition. Reports for CLECs individually will be subject to agreements of confidentiality and/or nondisclosure.

Qwest's Service Performance Indicator Definitions

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Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

Purpose:
Evaluates the quality of CLEC access to the IMA-GUI electronic gateway and two associated systems, focusing on the extent they are actually available to CLECs.

Description:

GA-1A: Measures the availability of the IMA (Interconnect Mediated Access- graphical user interface), and reports the percentage of Scheduled Availability Time the IMA interface is available for view and/or input.[NOTE 1]
- Scheduled Up Time hours for preorder, order, and provisioning transactions are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/ossHours.html.

GA-1B: Measures the availability of the "Fetch-N-Stuff" system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Fetch-N-Stuff system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI.

GA-1C: Measures the availability of the Data Arbiter system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Data Arbiter system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI.

- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.
- Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.
- An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., IMA-GUI, Fetch-N-Stuff, or Data Arbiter), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level. Results will be reported as follows: GA-1A IMA Graphical User Interface Gateway GA-1B "Fetch–N-Stuff" system GA-1C Data Arbiter system

Formula:

([Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period] / [Number of Hours and Minutes of Scheduled Availability Time During Reporting Period]) x 100

Exclusions: None

Product Reporting: None	**Standard:** 99.25 percent
Availability: Available	**Notes:**

GA-2 – Gateway Availability – IMA-EDI

Purpose:

Evaluates the quality of CLEC access to the EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.

Description:

Measures the availability of EDI (Electronic Data Interchange) interface and reports the percentage of scheduled availability time the EDI Interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured.

- Scheduled Up Time hours for EDI based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/ossHours.html.Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.
- Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.
- An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., IMA-EDI), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level. (See GA-1 for reporting of "Fetch-n-Stuff" and Data Arbiter systems availability.)

Formula:

([Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period] / [Number of Hours and Minutes of Scheduled Availability Time During Reporting Period])x 100

Exclusions: None

Product Reporting: None	**Standard:** 99.25 percent
Availability: Available	**Notes:**

GA-3 – Gateway Availability – EB-TA

Purpose: Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EB-TA (Electronic Bonding – Trouble Administration) interface and reports the percentage of scheduled availability time the EB-TA Interface is available. • Scheduled Up Time hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/ossHours.html. • Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. • Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. • Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance. • An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EB-TA), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level.
Formula: ([Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period] / [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100	
Exclusions: None	
Product Reporting: None	**Standard:** 99.25 percent
Availability: Available	**Notes:**

GA-4 – System Availability – EXACT

Purpose:
Evaluates the quality of CLEC batch access to the EXACT electronic access service request system, focusing on the extent the system is actually available to CLECs.

Description:
Measures the availability of EXACT system and reports the percentage of scheduled availability time the EXACT system is available.

- Scheduled Up Time hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/ossHours.html. NOTE 1
- Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.
- Scheduled Down Time is time identified and communicated that the system is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.
- An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EXACT), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level.

Formula:
([Number of Hours and Minutes EXACT is Available to CLECs During Reporting Period] / [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100

Exclusions: None

Product Reporting: None	**Standard:** 99.25 percent
Availability: Available	**Notes:** 1. For Jan-Nov 00 results, hours were 6 a.m. to 7 p.m. MT, Monday through Friday. For Dec 00 forward, hours were 6 a.m. to 9 p.m. MT, Monday through Friday.

GA-6 – Gateway Availability – GUI - Repair

Purpose:

Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs.

Description:

Measures the availability of the GUI (Graphical User Interface) repair electronic interface and reports the percentage of scheduled availability time the interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured.

- Scheduled Up Time" hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/ossHours.html.
- Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.
- Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.
- Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance.
- An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., GUI-Repair), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level.

Formula:

[Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period / Number of Hours and Minutes of Scheduled Availability Time During Reporting Period] x 100

Exclusions: None

Product Reporting: None	**Standard:** 99.25 percent
Availability: Available	**Notes:**

GA-7 Timely Outage Resolution following Software Releases

Purpose:
Measures the timeliness of resolution of gateway or system outages attributable to software releases for specified OSS interfaces, focusing on CLEC-affecting software releases involving the specified gateways or systems.

Description:

- Measures the percentage of gateway or system outages, which are attributable to OSS system software releases and which occur within two weeks after the implementation of the OSS system software releases, that are resolved [NOTE 1] within 48 hours of detection by the Qwest monitoring group or reporting by a CLEC/co-provider.
- Includes software releases associated with the following OSS interfaces in Qwest: IMA-GUI, IMA-EDI, and CEMR [NOTE 2], Exchange Access, Control, & Tracking (EXACT)[NOTE 3], Electronic Bonding - Trouble Administration (EB -TA) [NOTE 4]
- An outage for this measurement is a critical or serious loss of functionality, attributable to the specified gateway or component, affecting Qwest's ability to serve its customers or data loss [NOTE 5] on the Qwest side of the interface. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.
- The outage resolution time interval considered in this measurement starts at the time Qwest's monitoring group detects a failure, or at the date/time of the first transaction sent to Qwest that cannot be processed (i.e. lost data), and ends with the time functionality is restored or the lost data is recovered.

Reporting Period: Monthly	**Unit of Measure:** Percent
Reporting Comparisons: Individual CLEC	**Disaggregation Reporting:** Region-wide level.

Formula:
((Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage ÷ Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period) x 100)

Exclusions:

- Outages in releases prior to any CLEC migrating to the release.
- Duplicate reports by the same CLEC attributable to the same software defect.

Product Reporting: None	**Standard:** Volume = 1-20: 1 miss Volume > 20: 95%

Availability:

TBD

Notes:

1. "Resolved" means that service is restored to the reporting CLEC, as experienced by the CLEC.
2. CEMR replaced CTAS in April 01. CTAS has been retired.
3. EXACT is a Telecordia system. Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement.
4. Outages reported under EB-TA are the same as outages in MEDIACC.
5. For data loss to be considered for GA-7, a functional acknowledgement must have been provided for the data in question (e.g., EDI 997, LSR ID or trouble ticket number).

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

Purpose:
Evaluates the timeliness of responses to specific preordering/ordering queries for CLECs through the use of Qwest's Operational Support Systems (OSS). Qwest's OSS are accessed, through the specified gateway interface.

Description:
PO-1A & PO-1B:
Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface.

- Measurements are made using a system that simulates the transactions of requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLEC service representatives in the reporting period.
- The time interval between query and response consists of the period from the time the transaction request was "sent" to the time it is "received" via the gateway interface.
- A query is an individual request for the specified type of information.

PO-1C:

- Measures the percentage of all IRTM Queries measured by PO-1A & 1B transmitted in the reporting period that timeout before receiving a response.

PO-1D:

- Measures the average response time for a sampling of rejected queries across preorder transaction types. The response time measured is the time between the issuance of a pre-ordering transaction and the receipt of an error message associated with a "rejected query." A rejected query is a transaction that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, which results in an error message back to the sender. NOTE 5

Reporting Period: One month	**Unit of Measure:** PO-1A, PO-1B, & PO-1D: Seconds PO-1C: Percent

Reporting Comparisons:
CLEC aggregate.

Disaggregation Reporting: Region-wide level. Results are reported as follows:
PO-1A Pre-Order/Order Response Time for IMA
PO-1B Pre-Order/Order Response Time for EDI
Results are reported separately for each of the following transaction types: NOTE 1

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number
7. ADSL Loop Qualification
8. Resale of Qwest DSL Qualification

For PO-1A (transactions via IMA), in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction.
For PO-1B (transactions via EDI), request/response will be reported as a combined number.
For PO-1A 6. Telephone Number, a third part (c) accept screen, will be reported. NOTE 6

PO-1C Results for PO-1C will be reported according to the gateway interface used:

1. Percent of Preorder Transactions that Timeout IMA
2. Percent of Preorder Transactions that Timeout EDI

PO-1D Results for PO-1D will be reported according to the gateway interface used:

1. Rejected Response Times for IMA
2. Rejected Response Times for EDI

Formula:
PO-1A & PO-1B: Σ [(Query Response Date & Time) – (Query Submission Date & Time)] / (Number of Queries Submitted in Reporting Period)
PO-1C: (Number of IRTM Queries measured by PO-1A & 1B that Timeout before receiving response/Number of IRTM Queries Transmitted in Reporting Period)*100
PO-1D: Σ[(Rejected Query Response Date & Time) – (Query Submission Date & Time)] /(Number of Rejected Query Transactions Simulated by IRTM)

Exclusions:
PO-1A & PO-1B:
Rejected requests/errors, and timed out transactions
PO-1C:
Rejected requests and errors
PO-1D:
Timed out transactions

Product Reporting: None

Standard:	IMA	EDI
Total Response Time:		
1. Appointment Scheduling	<10 seconds	<10 seconds
2. Service Availability Information	<25 seconds[2]	<25 seconds[2]
3. Facility Availability	<25 seconds[3]	<25 seconds[3]
4. Street Address Validation	<10 seconds	<10 seconds
5. Customer Service Records	<12.5 seconds[3]	<12.5 seconds[3]
6. Telephone Number	<10 seconds	<10 seconds
7. ADSL Loop Qualification	20 seconds[4]	20 seconds
8. Resale of Qwest DSL Qualification	20 seconds[4]	20 seconds
PO-1C-1	0.5%	
PO-1C-2	0.5%	
PO-1D-1 & 2	Diagnostic	

PO-1 – Pre-Order/Order Response Times (continued)

Availability:	**Notes:**
Available	1. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable. 2. Effective 9/1/00 Qwest reduced the Service Availability Benchmark from 30 seconds to 25 seconds. 3. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL or accounts >25 lines. 4. Benchmark applies to response time only. Request time and Total time will also be reported. 5. As agreed to in the January 25 & 26 PID workshop, rejected query types used in PO-1D will be those developed for internal Qwest diagnostic purposes. 6. With IMA 7.0, effective April 23, 2001, Appointment Scheduling for GUI and EDI and Telephone Number for EDI no longer include an accept screen. Therefore beginning with April 2001 results, the accept screen results will no longer be reported.

PO-2 – Electronic Flow-through

Purpose:
Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping.

Description:
PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention.

- Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.

PO-2B – Measures the percentage of all flow-through-eligible LSRs [NOTE 1] that flow from the specified electronic gateway interface to the SOP without any human intervention.

- Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state). Results for PO-2A and PO-2B will be reported according to the gateway interface used to submit the LSR: 1 LSRs received via IMA 2 LSRs received via EDI

Formula:
PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) / (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100

PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) / (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100

Exclusions:

- Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Product Reporting:	**Standard:**
• Resale • Unbundled Loops (with or without Local Number Portability) • Local Number Portability • UNE-P (POTS)	PO-2A: Diagnostic PO-2B: Resale: TBD Unbundled Loops: TBD LNP: TBD UNE-P (POTS): TBD
Availability: Available	**Notes:** 1. The list of LSR types classified as eligible for flow through is contained in the "LSRs Eligible for Flow Through" matrix. This matrix also includes availability for enhancements to flow through. Matrix will be distributed through the CMP process.

PO-3 – LSR Rejection Notice Interval

Purpose:
Monitors the timeliness with which Qwest notifies CLECs that electronic and manual LSRs were rejected.

Description:
Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons.

- Includes all LSRs submitted through the specified interface that are rejected during the reporting period.
- Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR.
- Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR.
- With hours: minutes reporting, hours counted are (1) business hours for manual rejects (involving human intervention) and (2) published Gateway Availability hours for auto-rejects (involving no human intervention). Business hours are defined as time during normal business hours of the Wholesale Delivery Service Centers, except for PO-3C in which hours counted are workweek clock hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/ossHours.html.

Reporting Period: One month	**Unit of Measure:** PO-3A-1, PO-3B-1 & PO-3C - Hrs: Mins. PO-3A-2 & PO-3B-2 – Mins: Secs.
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Results for this indicator are reported according to the gateway interface used to submit the LSR: PO-3A-1 LSRs received via IMA and rejected manually – state wide level PO-3A -2 LSRs received via IMA and auto-rejected – region wide level PO-3B-1 LSRs received via EDI and rejected manually – state wide level PO-3B -2 LSRs received via EDI and auto-rejected – region wide level PO-3C LSRs received via facsimile - Statewide level

Formula:
Σ [(Date and time of Rejection Notice transmittal) – (Date and time of LSR receipt)] / (Total number of LSR Rejection Notifications)

Exclusions:

- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Product Reporting: Not applicable (reported by ordering interface).	**Standard:** • PO-3A-1 and -3B-1: ≤ 12 business hours • PO-3A -2 and -3B -2: ≤ 18 seconds • PO-3C: ≤ 24 work week clock hours
Availability: Available	**Notes:**

PO-4 – LSRs Rejected

Purpose:
Monitors the extent LSRs are rejected as a percentage of all LSRs to provide information to help address potential issues that might be raised by the indicator of LSR rejection notice intervals.

Description:
Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons.

- Includes all LSRs submitted through the specified interface that are rejected or FOC'd during the reporting period.
- Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information; duplicate request or LSR/PON (purchase order number); no separate LSR for each account telephone number affected; no valid contract; no valid end user verification; account not working in Qwest territory; service-affecting order pending; request is outside established parameters for service; and lack of CLEC response to Qwest question for clarification about the LSR.

Reporting Period: One month	**Unit of Measure:** Percent of LSRs
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Results for this indicator are reported according to the gateway interface used to submit the LSR: PO-4A-1 LSRs received via IMA and rejected manually – region wide level PO-4A -2 LSRs received via IMA and auto-rejected – region wide level PO-4B-1 LSRs received via EDI and rejected manually – region wide level PO-4B -2 LSRs received via EDI and auto-rejected – region wide level PO-4C LSRs received via facsimile - Statewide level.

Formula:
[(Total number of LSRs rejected via the specified method in the reporting period) / (Total of all LSRs that are received via the specified interface that were rejected or FOC'd in the reporting period)] x 100

Exclusions:

- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID .
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Product Reporting: Not applicable (reported by ordering interface).	**Standard:** Diagnostic
Availability: Available	**Notes:**

PO-5 – Firm Order Confirmations (FOCs) On Time

Purpose:
Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs/ASRs received from CLECs, focusing on the degree to which FOCs are provided within specified intervals.

Description:
Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under "Standards" below for FOC notifications.

- Includes all LSRs/ASRs that are submitted through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC during the reporting period, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.)
- For PO-5A, the interval measured is the period between the LSR received date/time (based on scheduled up time) and Qwest's response with a FOC notification (notification date and time).
- For PO-5B, 5C, and 5D, the interval measured is the period between the application date and time, as defined herein, and Qwest's response with a FOC notification (notification date and time).
- "Fully electronic" LSRs are those (1) that are received via IMA or EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC. [NOTE 2]
- "Electronic/manual" LSRs are received electronically via IMA or EDI and involve manual processing.
- "Manual" LSRs are received manually (via facsimile) and processed manually.
- ASRs are measured only in business days.
- LSRs will be evaluated according to the FOC interval categories shown in the "Standards" section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level (per multi-state system serving the state). Results for this indicator are reported as follows: • PO-5A:* FOCs provided for fully electronic LSRs received via: – PO-5A-1 IMA – PO-5A-2 EDI • PO-5B:* FOCs provided for electronic/manual LSRs received via: – PO-5B-1 IMA – PO-5B-2 EDI • PO-5C: * FOCs provided for manual LSRs received via Facsimile. • PO-5D: FOCs provided for ASRs requesting LIS Trunks. * Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows: – (a) FOCs provided for Resale services and UNE-P – (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements – (c) FOCs provided for LNP

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Formula:

PO-5A - [Count of LSRs for which the original FOCs "(FOC Notification Date & Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).

PO-5B, 5C & 5D - [Count of LSRs/ASRs for which the original FOCs "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).

Exclusions:

- LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Standards" section below, or service/request types, deemed to be projects.
- Hours on Weekends and holidays. (Except for PO-5A which only excludes hours outside the scheduled up time).
- LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Additional PO-5D exclusion:

- Records with invalid application or confirmation dates.

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Product Reporting:	**Standards:**	
• For PO-5A, -5B and -5C: (a) Resale services and UNE-P (POTS) (b) Unbundled Loops and specified Unbundled Network Elements. (c) LNP • For PO-5D: LIS Trunks.	• For PO-5A (all): **95%** within 20 minutes [NOTE 2]	
	• For PO-5B (all): **90%** within standard FOC intervals (specified below)	
	• For PO-5C (manual): **90%** within standard FOC intervals specified below PLUS 24 hours [NOTE 3]	
	• For PO-5D (LIS Trunks): **85%** within eight business days	
	Standard FOC Intervals for PO-5B and PO-5C	
	Product Group [NOTE 1]	**FOC Interval**
	Resale Residence and Business POTS 1-39 lines ISDN-Basic 1-10 lines Conversion As Is Adding/Changing features Add primary directory listing to established loop Add call appearance Centrex Non-Design 1-19 lines with no Common Block Configuration Centrex line feature changes/adds/removals (all)	**24 hours**
	LNP 1-24 lines	
	Unbundled Loops 1-24 loops 2/4 Wire analog DS3 Capable	
	Sub-loop 1-24 sub-loops [included in product reporting group (b)]	
	Shared-loop/Line-sharing 1-24 shared [included in product reporting group (b)] loops	
	Unbundled Network Element–Platform (UNE-P POTS) UNE-P to UNE-P conversion and Resale to UNE-P conversion) 1-39 lines	

	Resale ISDN-Basic 1-10 lines Conversion As Specified New Installs Address Changes Change to add Loop ISDN-PRI (Facility) 1-3 PBX 1-24 trunks DS0 or Voice Grade Equivalent 1-24 DS1 Facility 1-24 DS3 Facility 1-3	**48 hours**
	LNP 25-49 lines	
	Resale Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes) 1-10 lines – With Common Block Configuration required – Initial establishment of Centrex CMS services – Tie lines or NARs activity – Subsequent to initial Common Block Station lines Automatic Route Selection Uniform Call Distribution Additional numbers	**72 hours**
	Unbundled Loops with Facility Check 1 – 24 loops (NOTE 2, 3) – 2/4 wire Non-loaded – ADSL compatible – ISDN capable – XDSL-I capable – DS1 capable	
	Resale ISDN-PRI (Trunks) 1-12 trunks	**96 hours**
	For PO-5D: LIS Trunks 1-240 trunk circuits	**8 business days**

Availability

- Available (except as noted below)
- Under Development
  - Inclusion of Unbundled Loop with Facility Check – beginning with Sep 01 data on the Oct 01 report

Notes:

1. LSRs with quantities above the highest number specified for each product type are considered ICB.
2. Unbundled Loop with Facility Check can be processed electronically; however, because this category always carries a 72-hour FOC interval the FOC results for this product will appear in PO-5B if received electronically or PO-5C if received manually.
3. Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually.

PO-6 – Work Completion Notification Timeliness

Purpose:
To evaluate the timeliness of Qwest issuing electronic notification at an LSR level to CLECs that provisioning work on all service orders that comprise the CLEC LSR have been completed in the Service Order Processor and the service is available to the customer.

Description:
PO-6A & 6B:

- Includes all orders completed in the Qwest Service Order Processor that generate completion notifications in the reporting period, subject to exclusions shown below.
- The start time is the date/time when the last of the service orders that comprise the CLEC LSR is posted as completed in the Service Order Processor.
- The end time is when the electronic order completion notice is made available (IMA) [NOTE 1] or transmitted [NOTE 2] (EDI) to the CLEC via the ordering interface used to place the local service request. The notification is transmitted at an LSR level when all service orders that comprise the CLEC LSR are complete.
- With hours: minutes reporting, hours counted are during the published Gateway Availability hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html.

Reporting Period:	**Unit of Measure:**
One month	PO-6A - 6B: Hrs: Min.

Reporting Comparisons: CLEC aggregate and individual CLEC results.	**Disaggregation Reporting:** Statewide level. • PO-6A Notices transmitted via IMA • PO-6B Notices transmitted via EDI

Formula:
For completion notifications generated from LSRs received via IMA-GUI:
PO–6A = Σ((Date and Time Completion Notification made available to CLEC) - (Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor)) / (Number of completion notifications made available in reporting period)
For completion notifications generated from LSRs received via IMA-EDI:
PO–6B = Σ((Date and Time Completion Notification transmitted to CLEC) - (Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor.)) / (Number of completion notifications transmitted in reporting period)

Exclusions:
PO – 6A & 6B:

- Records with invalid completion dates.
- LSRs submitted manually (e.g., via facsimile).
- ASRs submitted via EXACT.

Product Reporting:	**Standard:**
PO – 6A & 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	Diagnostic

PO-6 – Work Completion Notification Timeliness (continued)

Availability:	**Notes:**
Available (except as noted below) Under Development: • PO-6B – Calculated based on EDI transmission date and time - TBD	1. The time a notice is "made available" via the IMA-GUI is the time Qwest stores a status update related to the completion notice in the IMA Status Updates database. When this occurs, the notice can be immediately viewed by the CLEC using the Status Updates window or by using the LSR Notice Inquiry function. 2. Initially the end time for PO-6B will be the time a notice is "made available" via IMA-EDI. This is the time Qwest completes processing for the completion notice in IMA immediately prior to transmission. As Qwest develops the ability to capture the transmission date and time from EDI, the end time will be based on the EDI transmit date and time.

PO-7 – Billing Completion Notification Timeliness

Purpose:
To evaluate the timeliness with which electronic billing completion notifications are made available to CLECs, focusing on the percentage of notifications that are made available (for CLECs) or posted in the billing system (for Qwest retail) within five business days.

Description:
PO-7A & 7B

- This measurement includes all orders posted in the CRIS billing system for which billing completion notices are made available in the reporting period, subject to exclusions shown below.
- Intervals used in this measurement are from the time a service order is completed in the SOP to the time billing completion for the order is made available to the CLEC.
  - The time a notice is "made available" via the IMA-GUI consists of the time Qwest stores the completion notice in the IMA Status Updates database. When this occurs, the notice can be immediately viewed by the CLEC using the Status Updates window.
  - The time a notice is "made available" via IMA-EDI consists of the time Qwest completes processing for the completion notice in IMA immediately prior to transmission of the EDI notification. If a CLEC is certified and setup to receive the notices, the notice is immediately transmitted to the CLEC via EDI. [NOTE 1]
- The start time is when the completion of the service order is posted in the Qwest SOP. The end time is when, confirming that the order has been posted in the CRIS billing system, the electronic billing completion notice is made available to the CLEC via the same ordering interface (IMA-GUI or IMA-EDI) as used to submit the LSR.
- Intervals counted in the numerator of these measurements are those that are five business days or less.

PO-7C

- This measurement includes all retail orders posted in the CRIS Billing system in the reporting period, subject to exclusions shown below.
- Intervals used in this measurement are from the time an order is completed in the SOP to the time it is posted in the CRIS billing system.
- The start time is when the completion of the order is posted in the SOP. The end time is when the order is posted in the CRIS billing system.
- Intervals counted in the numerator of this measurement are those that are five business days or less.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: PO-7A and -7B: CLEC aggregate and individual CLEC results. PO-7C: Qwest retail results.	**Disaggregation Reporting:** Statewide level. • PO-7A Notices transmitted via IMA-GUI • PO-7B Notices transmitted via IMA-EDI • PO-7C Billing system posting completions for Qwest Retail

Formula:
For wholesale service orders Qwest generates for LSRs received via IMA:
PO-7A & 7B - (Number of electronic billing completion notices in the reporting period made available within five business days of posting complete in the SOP) / (Total Number of electronic billing completion notices made available during the reporting period)

For service orders Qwest generates for retail customers (i.e., the retail analogue for PO-7A & -7B):
PO-7C – (Total number of retail service orders posted in the CRIS billing system in the reporting period that were posted within 5 business days)/(Total number of retail service orders posted in the CRIS billing system in the reporting period)

PO-7 – Billing Completion Notification Timeliness (continued)

<table>
<tr><td colspan="2">Exclusions:
PO-7A, 7B & 7C
• Services that are not billed through CRIS, e.g. Resale Frame Relay.
• Records with invalid completion dates.
PO-7A & 7B
• LSRs submitted manually.
• ASRs submitted via EXACT.</td></tr>
<tr><td>Product Reporting:
Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).</td><td>Standard:
PO-7A and -7B: Parity with PO-7C</td></tr>
<tr><td>Availability:
Available (except as noted below)

Under Development:
• PO-7B – Calculated based on EDI transmission date and time - TBD</td><td>Notes:
1. As Qwest develops the ability to capture the transmission date and time from EDI, the end time will be based on the EDI transmit date and time and the PID will be modified accordingly.</td></tr>
</table>

PO-8 – Jeopardy Notice Interval

Purpose:
Evaluates the timeliness of jeopardy notifications, focusing on how far in advance of original due dates jeopardy notifications are provided to CLECs (regardless of whether the due date was actually missed).

Description:
Measures the average time lapsed between the date the customer is first notified of an order jeopardy event and the original due date of the order.

- Includes all orders completed in the reporting period that received jeopardy notifications.

Reporting Period: One month	**Unit of Measure:** Average Business days
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)

Formula:
[Σ(Date of the original due date of orders completed in the reporting period that received jeopardy notification – Date of the first jeopardy notification) / Total orders completed in the reporting period that received jeopardy notification]

Exclusions:

- Jeopardies done after the original due date is past.
- Records involving official company services.
- Records with invalid due dates or application dates.
- Records with invalid completion dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Product Reporting:	**Standard:**
A Non-Designed Services	A Parity with Retail POTS
B Unbundled Loops (with or without Number Portability)	B Parity with Retail POTS
C LIS Trunks	C Parity with Feature Group D (FGD) services
D UNE-P (POTS)	D Parity with Retail POTS
Availability: Available	**Notes:**

PO-9 – Timely Jeopardy Notices

Purpose:
When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates.

Description:
Measures the percentage of late orders for which advance jeopardy notification is provided.

- Includes all orders completed in the reporting period that missed original due date.
- Missed due date orders with jeopardy notifications provided on or after the original due date is past will be counted in the denominator of the formula but will not be counted in the numerator.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)

Formula:
(Total missed due date orders completed in the reporting period that received jeopardy notification in advance of original due date) / (Total number of missed due date orders completed in the reporting period) x 100

Exclusions:

- Orders missed for customer reasons.

- Records with invalid product codes.
- Records involving official company services.
- Records with invalid due dates or application dates.
- Records with invalid completion dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Product Reporting:	**Standard:**
A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks (available) D UNE-P (POTS)	A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) Services D Parity with Retail POTS
Availability: Available	**Notes:**

PO-10 – LSR Accountability

Purpose:
Evaluates the degree to which Qwest can account for all LSRs received electronically.

Description:
Measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that Qwest has issued (confirmed) or accounted for in specific status categories, as a percentage of all LSRs received in the reporting period.

- Includes all LSRs that are received via the IMA-GUI and IMA-EDI interfaces, subject to exclusions specified below.
- Status categories accounted for include:
  - Pending (i.e., assigned to a center representative for handling);
  - Supplemented (i.e., subsequent version of request that has not been confirmed or rejected at time of reporting);
  - Cancelled (by the CLEC prior to Qwest returning confirmation to the CLEC);
  - Rejected (i.e., rejection notice has been sent to the CLEC);
  - Issued (i.e., the order has been processed and confirmation has been returned to the CLEC);
  - Error (i.e., auto-logging error indicating a field value mismatch between the electronic interface and the Customer Request Management (CRM) system, at time of reporting, in parallel with the ordering processing in a manner that does not impede timeliness);
  - Project (i.e., routed to project management for handling);

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate results	**Disaggregation Reporting:** Region-wide level.

Formula:
(Count of all LSRs issued or in status categories specified above) / (Total number of LSRs received in reporting period) x 100 [NOTE 1]

Exclusions:

- Front-end rejects (e.g., 997notifications) that would not be eligible for confirmation or rejection

Product Reporting: None	**Standard:** Diagnostic [NOTE 2]
Availability: Available	**Notes:** 1. Results that nominally exceed 100 percent may be due to timing differences in obtaining the quantities for the status categories (numerator) and for the total LSRs received (denominator). It is also possible for results to nominally fall short of 100 percent for the same reason. 2. Because Qwest has a mechanized auto-logging process for tracking LSRs, Qwest believes the ROC TAG will determine this measurement to be unnecessary after being audited in the ROC Test. Accordingly, Qwest may approach the TAG to withdraw this measurement after the Test, after reporting multiple consecutive months demonstrating that Qwest adequately tracks and accounts for LSRs.

PO-15 (ROC) – Number of Due Date Changes per Order

Purpose:
To evaluate the extent to which Qwest changes due dates on orders.

Description:
Measures the average number of Qwest due date changes per order.

- Includes all inward orders (Change, New, and Transfer order types) that have been assigned a due date in the reporting period subject to the exclusions below. Change order types for additional lines consist of all "C" orders representing inward activity (with "I" and "T" action coded line USOCs.[NOTE 1].
- Counts all due date changes made for Qwest reasons following assignment of the original due date.

Reporting Period: One month	**Unit of Measure:** Average Number of Due Date Changes
Reporting Comparisons: CLEC aggregate, individual CLEC, and Qwest retail results.	**Disaggregation Reporting:** Statewide level.

Formula:
Σ(Count of Qwest due date changes on all orders) / (Total orders in reporting period)

Exclusions:

- Customer requested due date changes.
- Records involving official company services.
- Records with invalid due dates or application dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Product Reporting: None	**Standard:** Diagnostic
Availability: Available	**Notes:** 1. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.

PO-16 Timely Release Notifications

Purpose:
Measures the percent of release notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the intervals specified within the change management plan found on Qwest's Change Management Process, (CMP) website.

Description:

- Measures the percent of timely release notices: Draft Developer Worksheets (Initial Requirements), Disclosure Documents (Final Requirements) and/or Release Notes, (collectively "release notifications") sent by Qwest within the intervals/timeframes prescribed by the release notification procedure on Qwest's CMP website [NOTE 1] for the following OSS interfaces: IMA-GUI, IMA-EDI, and CEMR, [NOTE 2] Exchange Access, Control, & Tracking (EXACT), [NOTE 3] Electronic Bonding - Trouble Administration (EB -TA), [NOTE 4] and IABS and CRIS Summary Bill Outputs, Retail Product Database , Loss and Completion Records.
  - Includes OSS interface release notifications by Qwest relating to the following products and service categories: LIS/Interconnection, Collocation, Unbundled Network Elements (UNE), Ancillary, and Resale Products and Services.
  - Includes OSS interface release notifications by Qwest to CLECs for the following OSS functions: Pre-Ordering, Ordering, Provisioning, Repair and Maintenance, and Billing.
  - Includes OSS interface release notifications by Qwest to CLECs, specified in Qwest's Change Management Process. [NOTE 5]
  - Includes all OSS interface release notifications pertaining to the above OSS systems, subject to the exclusions specified below.
- Release Notifications sent on or before the date required by the CMP are considered timely. A release notification "sent date" is determined by the date of the e-mail sent by Qwest that provides the Release Notification.
- Release Notifications sent after the date required by the (CMP) are considered untimely. Release Notifications required but not sent are considered untimely.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC Aggregate	**Disaggregation Reporting:** Region-wide level.

Formula:
(Number of required release notifications for specified OSS interface changes made within the reporting period that are sent on or before the date required by the change management plan (CMP)/Total number of required release notifications for specified OSS interface changes within reporting period) * 100

Exclusions:

- Changes to be implemented on an expedited basis (exception to OSS notification intervals) as mutually agreed upon by CLECs and Qwest through the CMP.
- Changes where Qwest and CLECs agree, through the CMP, that notification is unnecessary.

Product Reporting: None	**Standard:** Diagnostic for 6 months; address benchmark at the end of completing 6 months of data
Availability: Under Development: TBD	**Notes:** 1. The Change Management Process (CMP) specifies the intervals for release notifications by type of notification. These intervals are documented in the change management plan. 2. CEMR replaced CTAS in April 01. CTAS will not be included in this measure because it is scheduled for retirement at the end of May 01.

	3. EXACT is a Telecordia system. Only release notifications for changes initiated by Qwest for hardware or connectivity will be included in this measurement. 4. EB-TA is the same system as MEDIACC. 5. Qwest is collaborating with CLECs in CMP on updates to the change management plan that will specify the types of OSS interface release notifications. The current proposal includes: Type 1: Production Support Change Type 2: Regulatory Change Type 3: Industry Guideline Change Type 4: Qwest Originated Change Type 5: CLEC Originated Change The intent is for this measure to include the notifications specified in the CMP.

OP-2 – Calls Answered within Twenty Seconds – Interconnect Provisioning Center

Purpose: Evaluates the timeliness of CLEC access to Qwest's interconnection provisioning center(s) and retail customer access to the Business Office, focusing on the extent calls are answered within 20 seconds	
Description: Measures the percentage of (Interconnection Provisioning Center or Retail Business Office) calls that are answered by an agent within 20 seconds of the first ring. • Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below. • Abandoned calls are counted as missed. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the Qwest agent.	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail results	**Disaggregation Reporting:** Region-wide level.
Formula: [(Total Calls Answered by Center within 20 seconds) / (Total Calls received by Center)] x 100 Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
Exclusions: Time spent in the VRU Voice Response Unit is not counted.	
Product Reporting: Not applicable	**Standard:** Parity
Availability: Available	**Notes:**